



Trust in Regulatory Regimes: An overview of selected TiGRE's insights

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& TiGRE consortium

TiGRE studies trust and distrust in regulatory regimes: causes, dynamics and effects

- From citizens towards the regulatory regime
- Between actors and government levels within the regulatory regime

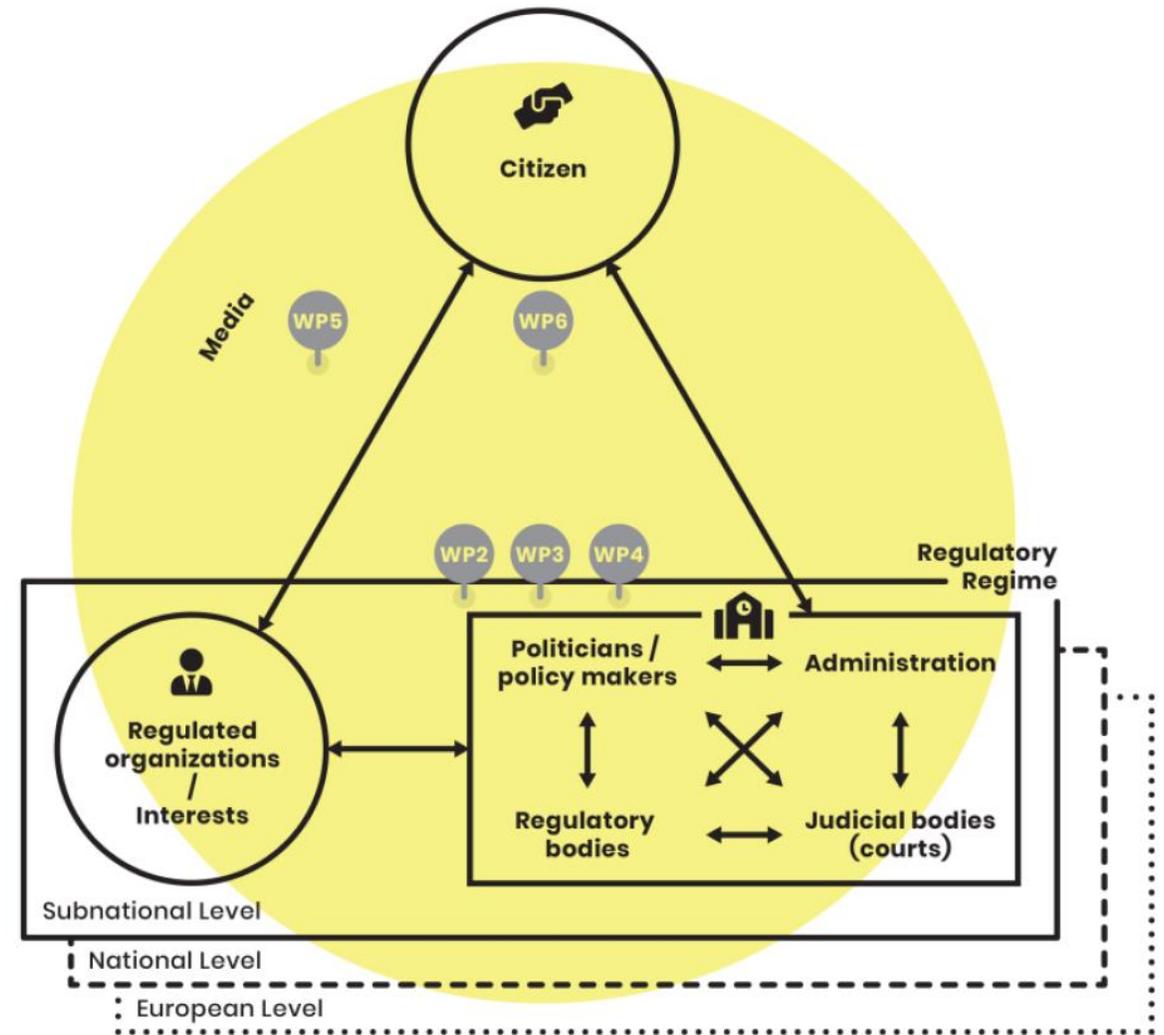


Figure 1: The trust triangle studied in the TiGRE project.

TiGRE uses multiple methods and is a H2020 consortium of nine universities

- Coordinated by Martino Maggetti and Yannis Papadopoulos (Lausanne), with extended coordination team with Koen Verhoest (UAntwerpen), Jacint Jordana (IBEI) and David Levi-Faur (Hebrew U.)
- Using surveys, social network analysis, interviews, survey experiments and media analysis
- See: <https://www.tigre-project.eu/>

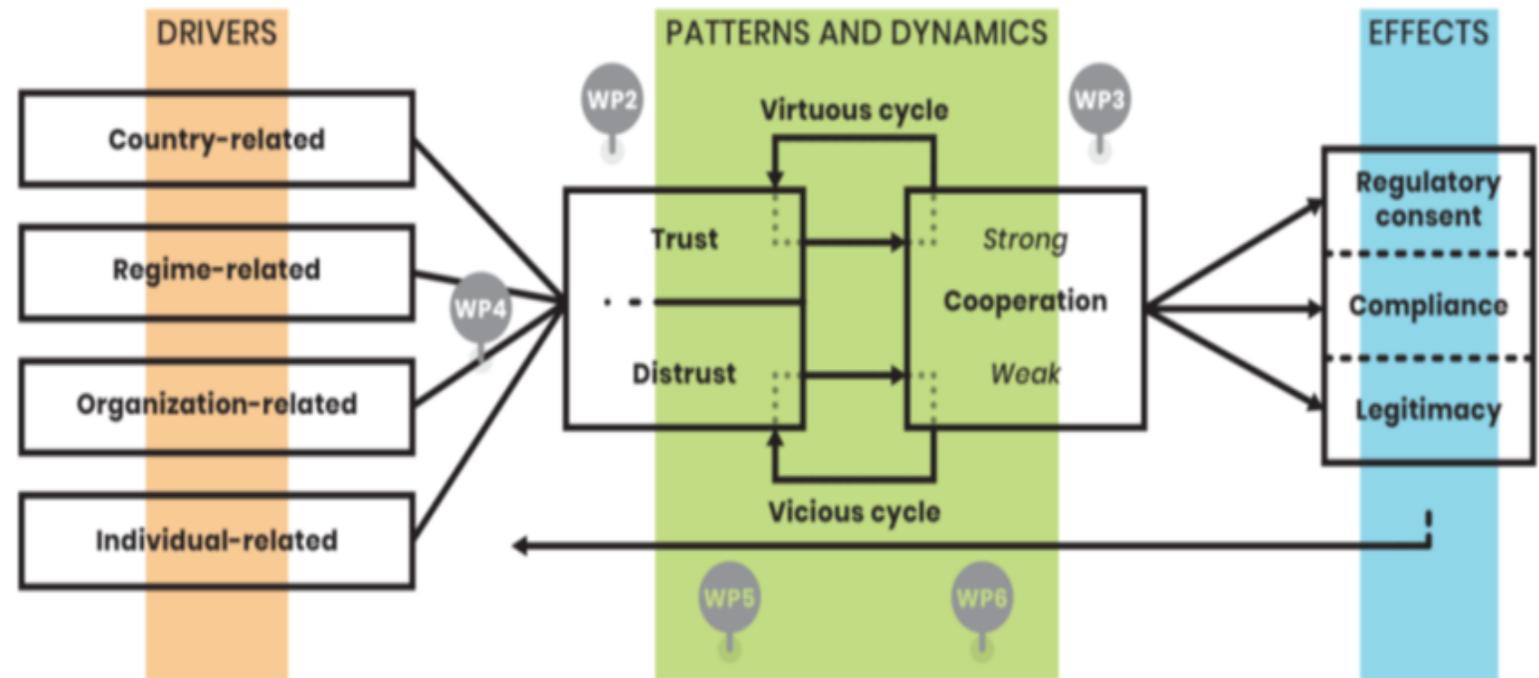
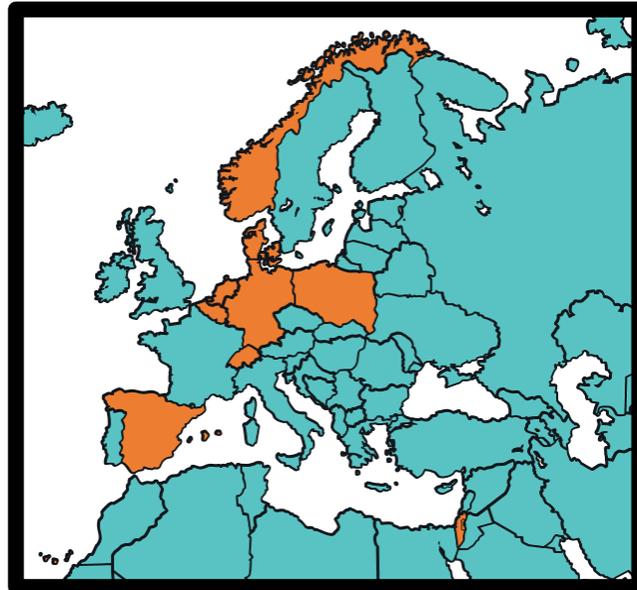


Figure 1.3-2: The TiGRE conceptual-analytical scheme.

Countries & sectors

1. Belgium
2. Spain
3. Denmark
4. Germany
5. Israel
6. Netherlands
7. Norway
8. Poland
9. Switzerland



The EU level



Data Protection

Personal Data
Health Data



Finance

Banking
Fintech



Food Safety

Poultry/Eggs
Fruit and Vegetables



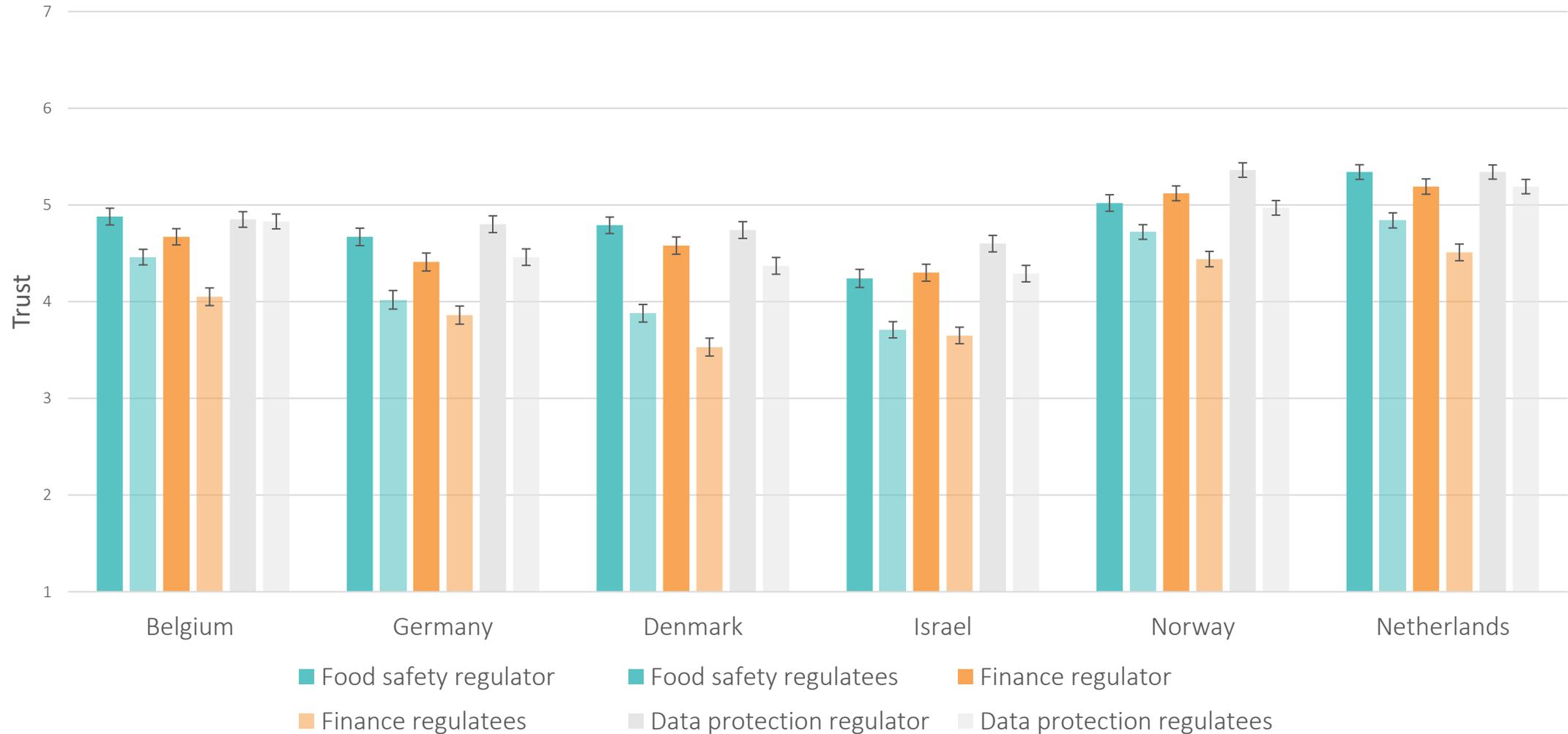
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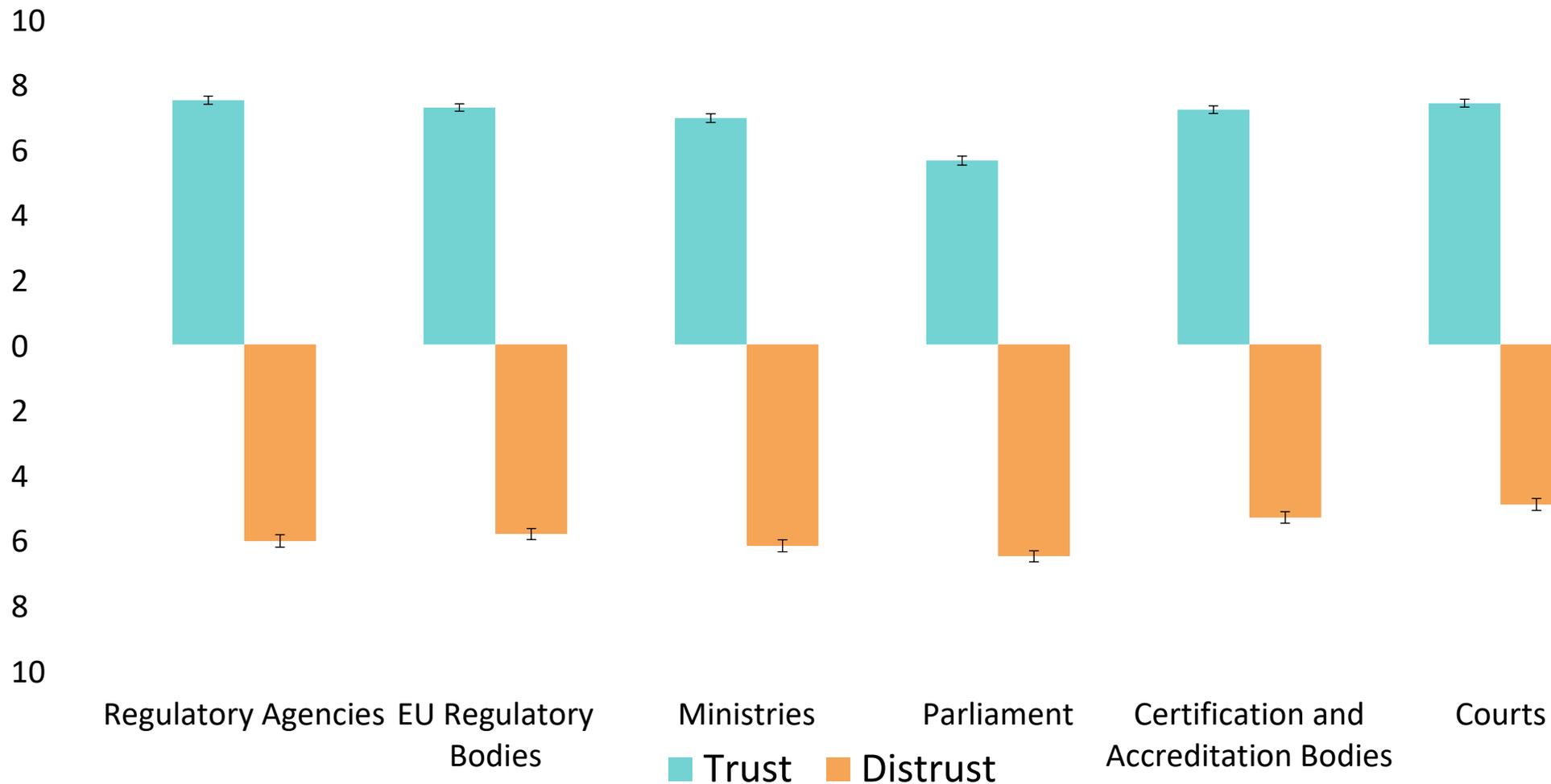
1.

Trust patterns

Citizens' trust in regulators and regulatees is moderate to rather high



Regime actors' trust and distrust in specific actors differs per kind of actor





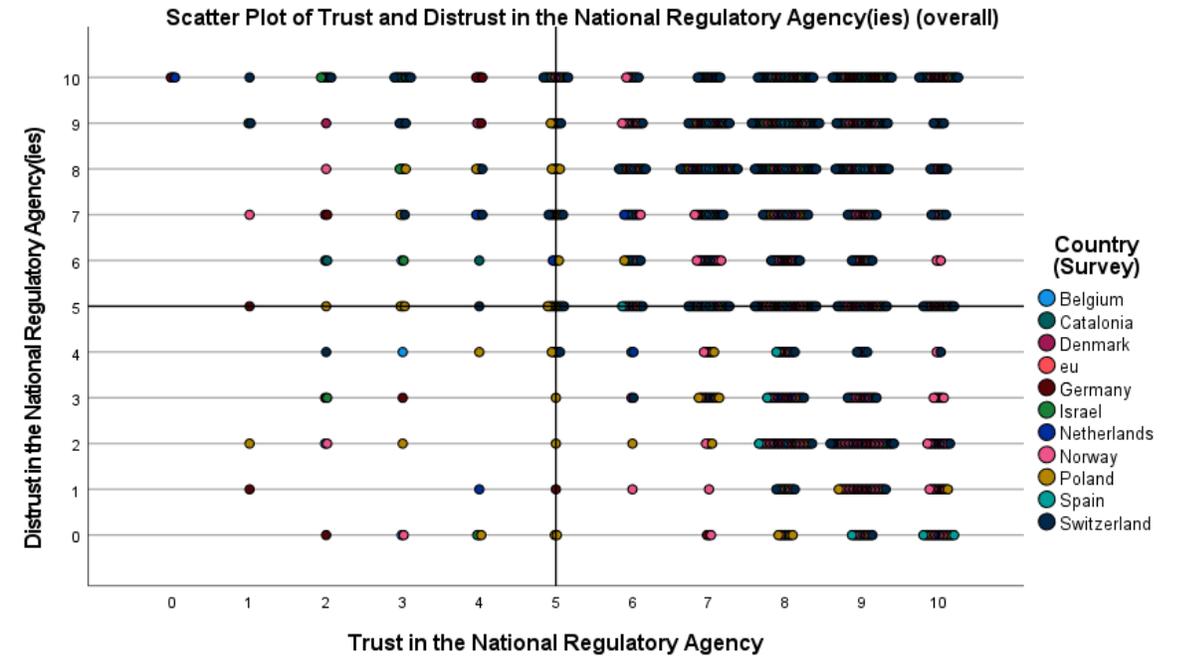
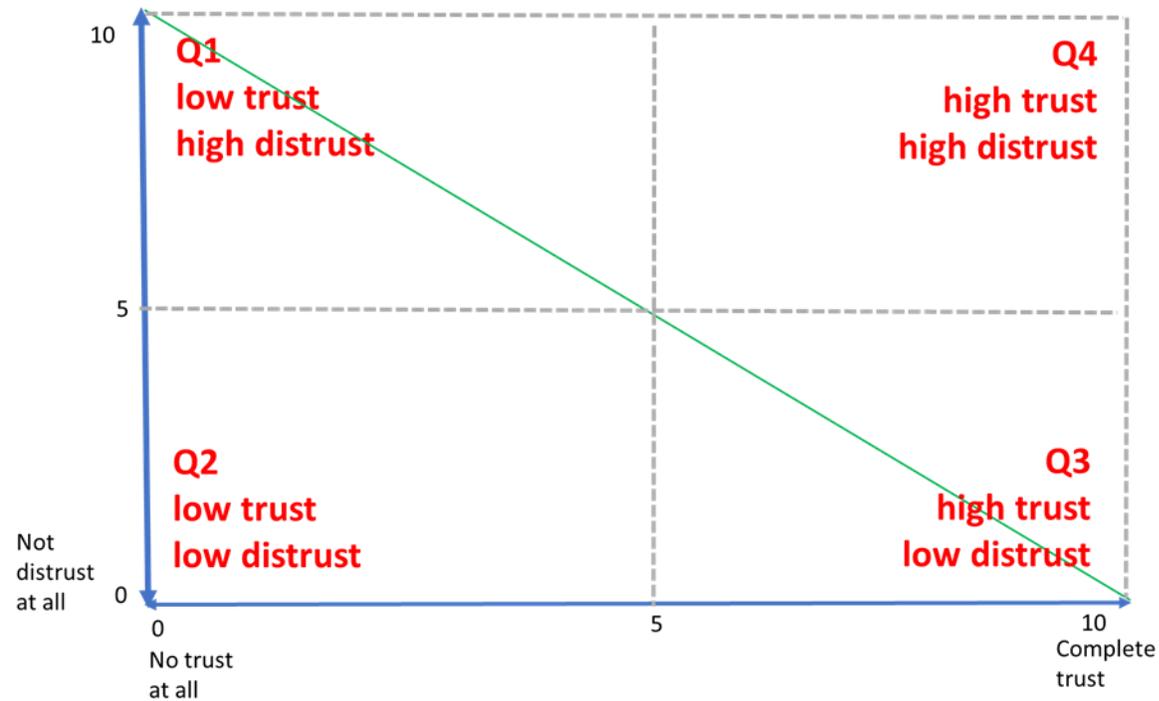
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Trust and distrust configurations

Trust and distrust in specific actors co-exists in regulatory regimes: watchful trust is most prevalent





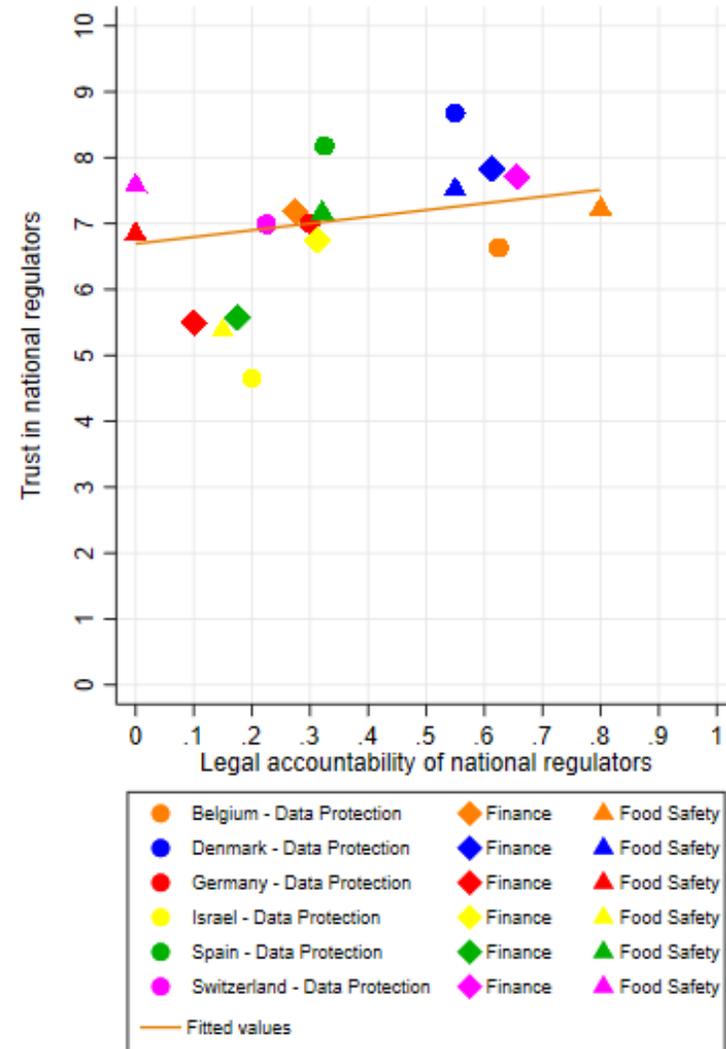
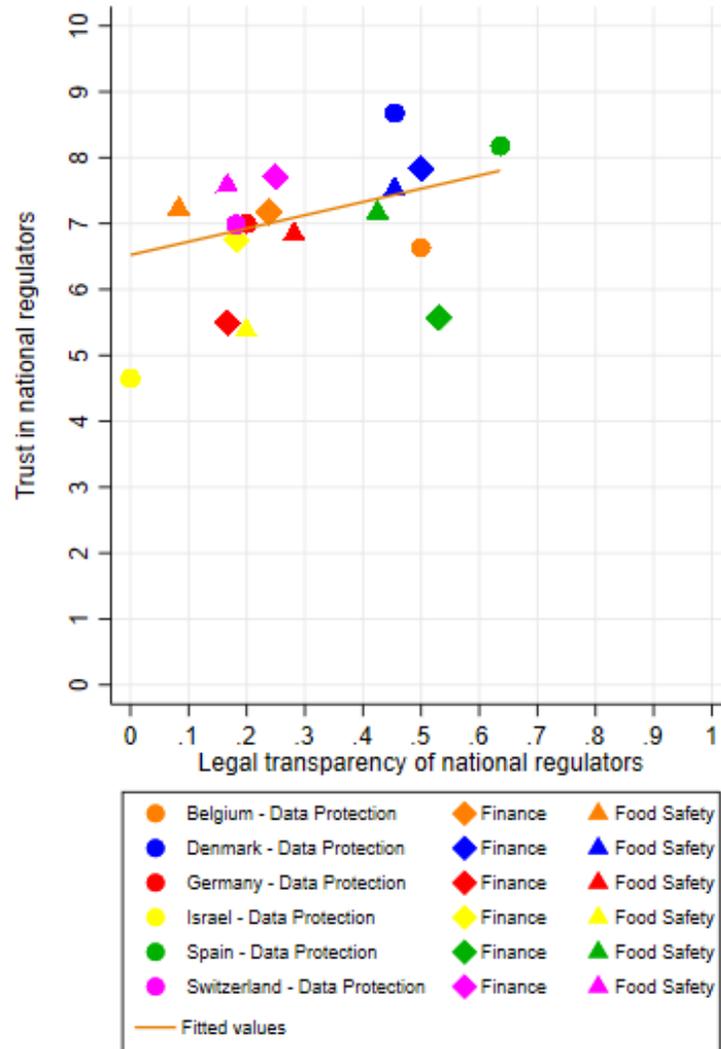
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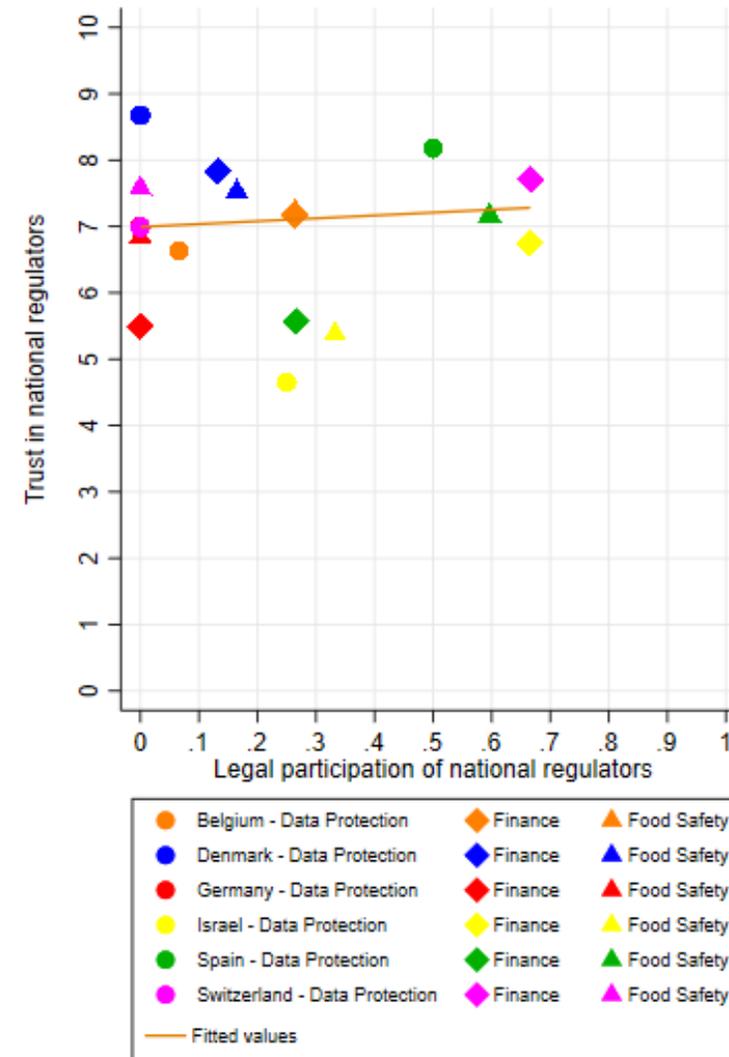
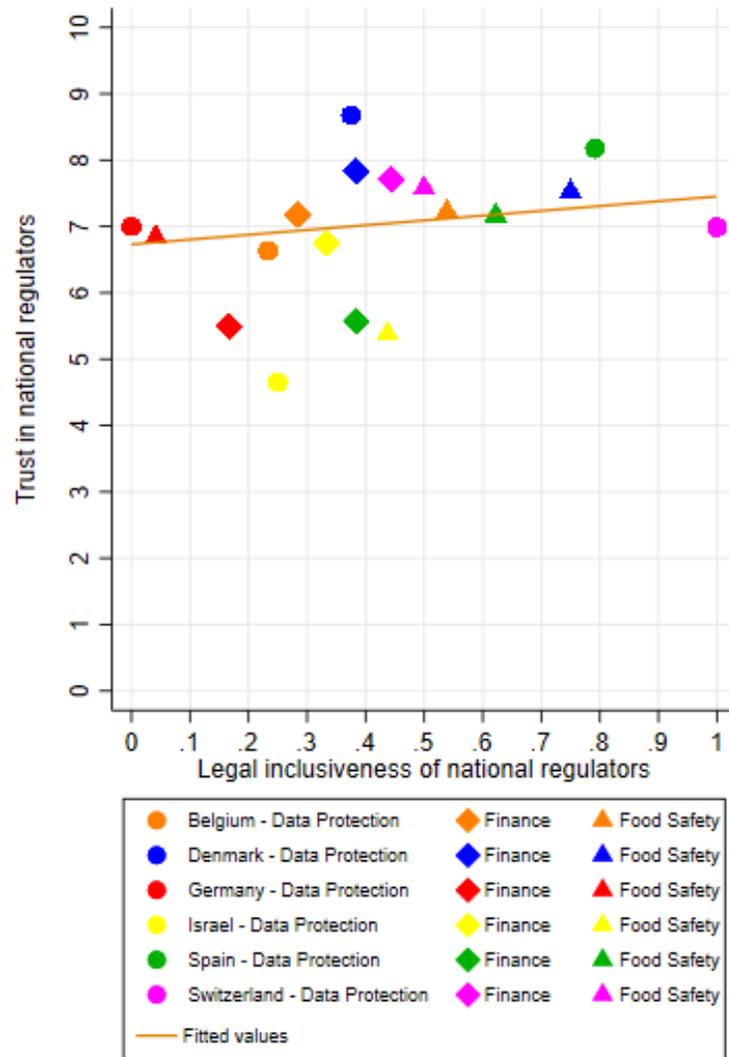
3.

Explaining trust

Institutional basis for trust: Does formal transparency and accountability explain trust in the regulatory agency?



Institutional basis for trust: Does formal inclusiveness and participation and accountability explain trust in the regulatory agency?



Behavioral basis for trust: effect of agencies' behavior and communication style of citizens' trust in the regulatory agency

- Focus groups with citizens: regulatory agencies are trustworthy because of
 - Transparency
 - Expertise
 - Integrity
- Survey experiments with citizens: regulatory agencies can restore trust after trust breach due to under-regulation by
 - Avoiding silence
 - Better is to 'admit and justify' or 'admit and offer plan for future action', but sectoral differences



Behavioral basis for trust: Effect of enforcement style on citizens' trust in the regulatory agency

		Overall effect	Formalism	Coerciveness	Accommodation
Food safety	<i>regulator</i>	no effect	Denmark, Israel	Germany, Israel	Denmark
	<i>regulatees</i>	Israel	Belgium	Israel	no effect
Finance	<i>regulator</i>	Germany	no effect	Denmark, Norway, Netherlands	Norway
	<i>regulatees</i>	no effect	no effect	no effect	Netherlands
Data protection	<i>regulator</i>	Israel, Norway	Israel, Netherlands	Norway	Germany, Israel
	<i>regulatees</i>	Norway	Denmark, Israel	no effect	Israel

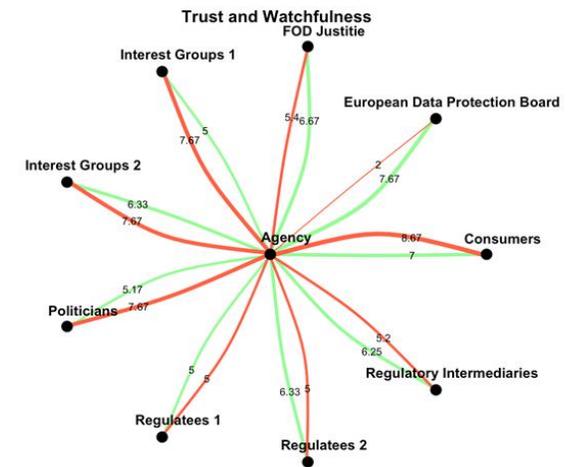
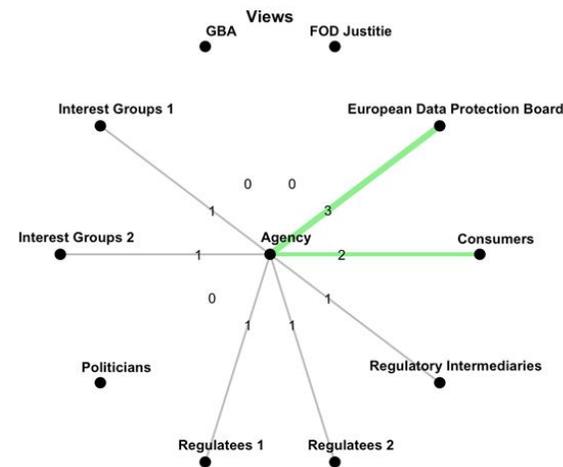
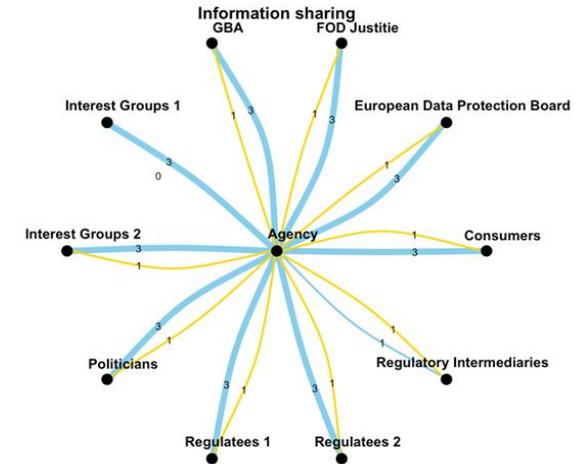
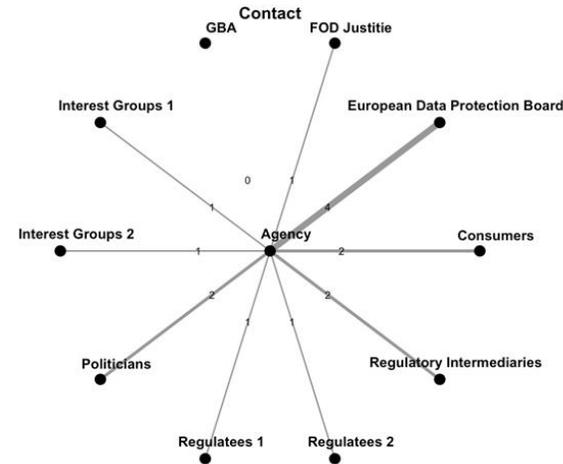
Legend: no effect; positive effect; negative effect;



Interactions and identification as basis for trust in regulatory agency

Table Four! Geen tekst met de opgegeven stijl in het document..1: Variables and data collected in WP3 (T3.2)

Variable	Data source	Question	Scales
Frequency of contact (contact)	SNA Questionnaire (WP3)	Please estimate how often your organization has contact with the following organizations in the context of [sector].	5-point scale (several times per week – not at all)
Information sending (infosend)	SNA Questionnaire (WP3)	Looking at the past 12 months, from whom did your organization receive information and to whom did your organization give information in relation to [sector]?	Not at all – Yes, because we have to – Yes, because we want to (voluntary)
Information receiving (inforeceived)	SNA Questionnaire (WP3)	Looking at the past 12 months, from whom did your organization receive information and to whom did your organization give information in relation to [sector]?	No, we did not receive any information – Yes, we receive information
Similarity or difference in views on regulatory issues (Views)	SNA questionnaire (WP3)	In your perception, which organizations have in general different or similar views/opinions to that of your own organization when it comes to the regulation of [sector]?	5-point scale (mostly different views – mostly similar views)
Trust in the other actor (trust)	WP2 survey and SNA questionnaire (WP3)	Based on your experience in your organization: How much trust do you have in each of the following organizations?	11-point scale (No trust at all – Complete trust)
Watchfulness towards the other actor (watchfulness)	WP2 survey and SNA questionnaire (WP3)	Based on your experience in your organization: Should your organization be watchful that the following institutions' actions impact your organization in a negative way?	11-point scale (Not watchful at all – very watchful)



Interactions and identification as basis for trust: differs for public and private actors

Leads to **trust between regime actors** in general

- Frequent **contacts**: positive effect
- **Sending information**: higher positive effect for mandatory than voluntary, in case of private actors
- **Receiving information**: especially for public actors
- **Having similar views**: for both public and private actors
- **Having different views**: also positive effect but only for public – public interactions and private –private interactions
- Frequent contacts and having mostly similar views are **most important**

Leads to **trust in regulatory agency**

- **Frequent contacts** for private actors
- **Sending information for private actors**
- **Receiving information**: no or **negative** effect for private actors
- **Having similar views**: for both public and private actors
- **Having different views**: no effect!
- Frequent contacts and having often similar are **most important** for private actors



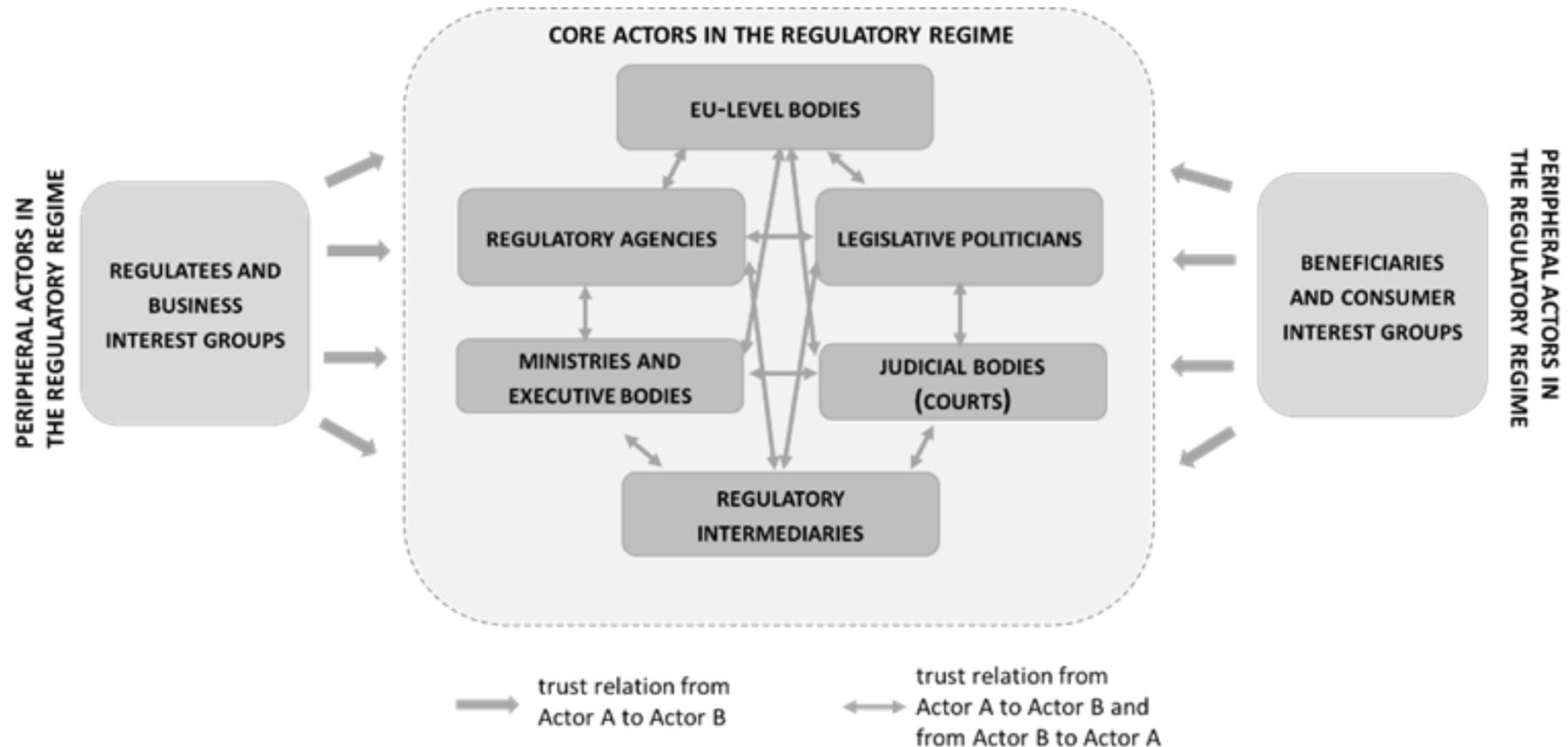
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Impact of trust on how the
regulatory regime functions

To what extent does high trust among regime actors matter for both regime performance and legitimacy?



Regime performance

- Performance of the regulatory regime: securing compliance and keeping citizens safe from harm
- Having more high trust relations towards different regime actors leads to more higher perceived regime performance
- But **watchful trust is more relevant** than good faith trust
- A **'trust but verify' attitude** between and towards regime actors is more beneficial for achieving higher regime performance, than good faith trust (which is seen as blind trust).
- Hence both trust and distrust can be functional in public governance and democratic systems – important is to have a good balance



Regime legitimacy

- Legitimacy of the regulatory regime: acceptance of procedures and the way regulatory decisions are made
- Having more high trust relations towards different regime actors leads to higher higher perceived regime legitimacy
- But for regime legitimacy **good faith trust** is better than watchful trust.
→ Having **too much watchfulness (distrust)** between actors in the regulatory regime is **negative for regime legitimacy**

Hence : it is crucial to find the **right balance between trust and watchfulness (distrust)** in order to enhance both the performance and the legitimacy of the regulatory regime



Conclusion

- Trust in regulatory regimes and regulatory agencies is rather high
- Trust and distrust co-exist between actors
- Trust in regulatory agency is less determined by formal institutional design, but more so by its behavior and its interactions
- Trust but also some degree of distrust in terms of watchfulness is important for regime performance
- But too much distrust endangers the legitimacy of the regime

